California Information Technology Strategic Plan
Portal Steering Committee
Information Organization, Usability, Currency & Accessibility (IOUCA)
Working Group
OPR (1400 Tenth Street), Room 202

- AGENDA: MARCH 14–

Time:

20	I.	**Opening**	**Debbie**
		Review previous minutes	**Working Group**
		Provide updates on action items	
30	II.	**Recommendation on FTB Template Design**	
		Accessibility Update (Preliminary Review)	**Neal, Patrick**
		Usable by developers without Dreamweaver (Update)	**Anamarie**
		Usability (Update)	**Donna**
		New design procedure (Update)	**Donna**
		Outstanding questions to send with the recommendation	**Working Group**
30	III.	**Top Level Standards, Guidelines, and Best Practices**	
		Accessibility	**Neal, Patrick**
		Usability	**Donna**
20	IV.	**Communication, Training, Adoption, and Enforcement**	**Debbie**
		Brainstorm possible deliverables and methods	
5	V.	**Proof of Concept Using SCIO Templates**	**Donna, Anamarie, Claudina**
10	VI.	**Open Forum -- Recommendations from team**	**All**
5	VII.	**Next Steps and Adjourn**	**Kris & Debbie**
		Next IOUCA meeting March 21, 2006 at LC II (900 N Street)	
		Agenda Items?	

IOUCA Working Group
Purpose and Definition – Updated February 28, 2006

Best Practice: A technique or methodology that, through experience and research, has proven to reliably lead to a desired result.[1] A generally accepted "best" way of doing something.[2]

Definition: A statement expressing the essential nature of something. [3]

Guideline: An indication or outline of policy or conduct. [4] An attempt to streamline a process by establishing a set routine. By definition, following a guideline is never mandatory. "Guidelines may be issued by and used by any organization (governmental or private) to make the actions of its employees or divisions more predictable, and presumably of higher quality." [5]

Policy: A high-level overall plan embracing the general goals and acceptable procedures especially of a governmental body. [6]

Procedure: A series of steps followed in a regular definite order; a particular way of accomplishing something or of acting. [7] "A series of activities, tasks, steps, decisions, calculations and other processes, that when undertaken in the sequence laid down produces the described result, product or outcome. Following a procedure should produce repeatable results for the same input conditions." [8]

Purpose: An object or end to be attained. [9]

Standards: Any definite rule, principle, or measure established by authority.[10] "A standard is "Thou shall" while a guideline is a recommendation, more like "You should if your situation warrants.""[11]

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[1] Bitpipe (www.bitpipe.com)
[2] Wikipedia (www.wikipedia.org)
[3] Merriam-Webster Online Dictionary
[4] Merriam-Webster Online Dictionary
[5] Wikipedia (www.wikipedia.org)
[6] Merriam-Webster Online Dictionary
[7] Merriam-Webster Online Dictionary
[8] Wikipedia (www.wikipedia.org)
[9] Merriam-Webster Online Dictionary
[10] Merriam-Webster Online Dictionary
[11] Information Technology: Data Warehouse Glossary. California State University, Monterey Bay. http://it.csumb.edu/departments/data/glossary.html.

Accessibility:
Definition:
Accessibility is defined as the ability to fully acquire, use, and manipulate Web-based content and /or services by all individuals – regardless of individual age, disability, dependence on assistive technology to process information, or primary language.

Purpose:
To create Web pages that are operable by and usable to individuals who have varying levels of ability and disability and which are not restricted by their primary language or reliance on assistive technology.

Usability:
Definition:
Usability is a quality attribute that assesses how easy user interfaces are to use.
(Jakob Nielsen, Usability 101: Introduction to Usability, August 25, 2003,
http://www.useit.com/)

Purpose:
To make sure something works well; that a person of average or below average ability and experience can use something for its intended goal.
(Steve Krug, Don't Make Me Think - paraphrased)

Findability:
Definition:
"Findability refers to the quality of being locatable or navigable. At the item level, we can evaluate to what degree a particular object is easy to discover or locate. At the system level, we can analyze how well a physical or digital environment supports navigation and retrieval."
-Peter Morville
www.Findability.org
"You can't use what you can't find."

Purpose:
The purpose of findability is to allow people to locate the information that they are looking for in an easy, efficient, and intuitive manner with as few steps as possible.

Recommended Process for Developing New Templates
Updated March 13, 2006

Several departments are currently undergoing efforts or proposing efforts to design a new template for their state web pages including look and feel, navigation, banner, and branding. At this time, the departments with efforts underway report to constitutional officers; however, the state anticipates executive offices wishing to follow suit. To meet the expectations and needs of our citizen and business users, the state website must be accessible to all users. We feel that it is important that usability design focus upon the overall users' needs, not merely the agencies improvements in the design for their own site. That means that the redesign effort must begin with the right direction for overall usefulness to the public. It is also important that there be a clear process with interaction between the State CIO's office, the State Portal Steering Committee, and the department proposing the redesign, so that there is understanding throughout the process of what is intended, what options are being explored, and how those options relate to the states overall web presence. The IOUCA Working Group is a team comprised of state experts in web accessibility, usability, findability, and design.   The Working Group is responsible for making recommendations to the State CIO and the State Portal Steering Committee; it has no decision-making authority.

PURPOSE: To reduce duplicative efforts; to ensure that new template designs meet state standards, policies, and guidelines; to identify opportunities for collaborative efforts and new web service centers. The process applies to new web design that does not plan to use a pre-approved state template. The approval of new technology underlying the proposed design is NOT included in this process

Proposed Process:
1. Prior to starting work, department provides written 1-2 page notification to IOUCA Working Group with copies to State CIO and State Portal Steering Committee. Notification may be a formal document or an information email. Notification should include:
    a. Objective and scope of the template change
    b. Core business of the department
    c. Rationale for the new design including an explanation of why a pre-approved template does not meet the department's needs
    d. High-level listing of stakeholder groups (audiences, communities of interest)
    e. Relationships with other departments

2. IOUCA Working Group reviews concept proposal and submits a recommendation to the State CIO and the State Portal Steering Committee
    a. Should the department proceed with development or use a pre-approved template?
    b. Is another department already working on a new template design that may meet their needs?
    c. Does the proposal present an opportunity to work with another department(s) to develop a new web service center?

3. If the concept is not approved, the department will be instructed to use a pre-approved template.

4. If the concept is approved, the department proceeds with designing the template using state standards, policies, guidelines, and best practices developed by the IOUCA Working Group.

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    a.   IOUCA Working Group will assign a liaison from their membership to work with the department team throughout the redesign effort.

5.   IOUCA Working Group reviews the proposed design for adherence to state standards, policies, guidelines, and best practices and submits a recommendation to the State CIO and the State Portal Steering Committee for approval or rejection of the design

6.   If approved, the department will publish their pages using the new design.

    a.   With departmental approval, the template will be added to the state's list of pre-approved templates and made available for use by other departments.